

Food Stamp Error Reduction

September 23, 2002

Meeting Minutes - **DRAFT**

Members Present:

Jacai Countant, Jackie Bennett, Marcia Williamson, Marcia Bush (PAC), Tom Sandholm, Vicki Jessup, Evie Ryan-Tondryk, Kathy Judd, Sara Pynenberg, Edie Sprehn, Lisa Hanson, Staci Wanty, Tom Prete, Linda Auché, Donna King, Essie Herron

Phone: Joanne Ator,

I. Introduction of New Members

II. Name Change – Jackie

Since there have been major changes to IMAC with restructuring. Susan Wood has been referring to the group more as a quality assurance group. But, by the county-state contract, we are referred to as the FS error reduction workgroup. Jackie feels we should remain that focus until/unless the contract language is changed.

Edie said this should be resolved, and that it should be looked at because they are in the process of evaluating the contract, but she doesn't think that language is being looked at.

Action Steps: Jackie will contact Susan Wood and Ed Kamin regarding the contract language.

III. Review Minutes from Last Meeting

After brief discussion, minutes were approved with no changes.

Action Steps: none

IV. Latest Error Rate/Sanctions – Lisa

Lisa handed out the latest FS Error Rate Summary document and the FS Error Element & Nature Summary. The error rate didn't change from last month to this month – 12.5% error rate.

Lisa and Mike are working with FNS to get the sanction amount reduced for Wisconsin.

Sara asked Lisa to look at the impact of the new Child Support waiver (increase CS reporting from \$25 to \$100) on the error rate. The waiver went into effect April 15th or so. In the latest report handed out by Lisa, there still were significant errors in the child support element. Sara wants to be able to have data to evaluate the effectiveness of these waivers since they were justified as an error-reduction method.

Sara said they are adding a new statement to the FS application that has been approved via a waiver. The statement relates to failure to report a decrease in income and the impact on their benefits. If the statement is in the application, it will help us not count the client-caused under-issuance, therefore, reducing the counted error rate.

V. Supervisory Forums – Dates? - Staci

Silas Johnson needs about a six month notice to schedule dates in the Regional Calendar, so Staci believes we need to get those dates soon to ensure that there is space in the spring. The committee discussed possible months and reviewed when some other conferences are held. The first week of April is the Anew Conference. The Big Ten FS conference is in August and the Governor's conference is in May. Locations last year were Waukesha, Stevens Point, and Cable. A suggestion from the June meeting was putting one in Madison or in Milwaukee. The committee is planning on offering four (4) sessions. Discussion ensued on best locations, especially for the fourth session. There was a suggestion to have one maybe in the western part of the state such as La Crosse. A concern was raised about having locations focused on where the highest concentration of supervisors. Decision on locations included Hayward, Waukesha. No final decisions were made, but lots of input given.

What the group has agreed on include: The forums will be held in March. There will be four sessions offered. Hayward and Waukesha are firm locations, the other two have yet to be decided.

Jackie suggested that some MA issues be incorporated. The group said the focus in really on Supervisory issues.

Action Steps –

Staci and Lisa will work on firm dates and locations. Staci will bring confirmed dates and locations for the four sessions to the next meeting. At the next meeting, the entire group will begin development of the forum focus.

VI. ESS Calendars Update – Lisa

Lisa reported the calendars are under way. The first draft is done and Lisa was able to show the group. She requested that the group suggest specific dates that need to be indicated on the calendar. The group came up with adverse action, SSI auto-update every third Saturday, indication to check except reports the day after adverse action, and Unemployment Compensation week numbers. Lisa asked that any further suggestions be email to her. Staci thought it would be nice to add our birthdays. ☺

Action Steps – Lisa will continue to work on the calendar and provide a progress report at the next meeting. Staci will collect birthday information and gift suggestions from members. ☺

VII. ESS Posters and Folders– Lisa

Posters are completed and have been sent out to every county except Milwaukee. Lisa asked Jacaie where to send the posters. Jacaie provided that information. The posters were sent to the Regional offices and distributed at the regional meetings.

Also got a suggestion to reduce the poster to letter size in color that could be handed to customers.

Lisa said there were some responses at the regional meetings about discontinuing the folders. She said that agencies reported that customers were not using them (finding them in the parking lot) and were not bringing them back for reviews. Marcia said that she has received positive responses. The group discussed some of the reasons why the folders are not being used by workers and customers including possibly a lack of proper information being communicated to customers and maybe lack of staff commitment.

Marcia said it is important to look at projects a few months after implementation to evaluate the error rate. Jacaie said one of the main reasons for the folder was client education. Sara said we need to evaluate the client error rate since the folders have been implemented. If it hasn't had an effect, then maybe we stop the use.

The group felt we should start with a survey of agencies asking who are using the folders and what is the use rate of customers. Lisa said that only a few agencies have asked for a re-order. Sara said then lets look at the agencies that are using the folders and evaluate the client error rate. There are though, a lot of changes that may have impact on rates.

A member suggested that folders be used at application, and the letter-size handout of the poster at review. The group liked the suggestion.

Edie made a motion to hand out the folders only at application. At review, hand out a letter-sized color copy of the poster, instead of the folder. Motion was seconded by Staci and approved by the group.

Side note from Sara: The follow-up letter will be moved into production on October 4th. It is not a mandatory letter.

Action Steps:

Lisa will issue a survey to agencies on the use of folders. Donna will do the analysis on the comparative error rates. Lisa will work on getting the posters in letter-size format for agencies and will issue the clarifying process for when/how to use the folders and "mini-posters" at application and review.

VIII. Interviewing Skills Training Update– Lisa

Lisa handed out a document that Tim Gard assembled from the interviewing skills trainings that identified questions that workers were concerned about asking. Lisa also handed out general comments from the interviewing skills training. Milwaukee sessions have very low registrations.

Lisa suggested we review the feedback and evaluate what we have the ability to address. Sara strongly agreed to a suggestion in one of the documents to share error info state-wide because workers learn from identified errors. The group agreed. A suggestion was to add the info to the newsletter or attached to the newsletter. Sara also said she is suggesting to have the newsletter format changed so it is not in two columns to make it easier to read on-line.

Action Steps

The group will review the results from the interviewing skills training at the next meeting. Jackie will add to the agenda.

IX. Alerts Sub-Committee Reports**State Report - Sara**

Sara and Jackie stated they are very thankful that Marcia Bush is now part of the group because of her knowledge and assistance.

Jackie said that the technical part of rewording alerts is fairly easy, system-wise. The system staff stated they are committee to working on some technical changes including being able to put a pound-sign by an alert to bring the worker to a detail screen.

Sara provided an update with her meeting with D & T. Sara reviewed the FS Alert Issues paper from D & T. The paper identified the priorities and the level of effort needed to address the issues.

Sara also said there was a suggestion to run alert and data exchange labs because it will help workers learn how to act on alerts. Jacaie said she ran labs and they were successful, but can be overwhelming because the variety of alerts.

Only major concern with CMCR is that the sort options are not saved when you return to the list. Other issue is that CMCR sorts don't have an option to get all alerts for a case number –specifically the pin-level alerts for the case. There is a PCR for the data exchanges that will connect them all together. Tom S. said they could do a PCR for alerts to have that functionality.

Number 1 and 4 are low on the FS Alert List for priorities. They are not going away, but being put down the priority list.

Sara also said that the Child Care office contacted her, expressing their interest in the project.

FS Alerts Sub-Committee - Jackie

The sub-group for FS alerts has not met. Jackie, though, began looking at the alerts. She reported being surprised at the number of work program alerts.

Eliminating Alerts Sub-Committee – Sara

Handed out info from agencies regarding suggestions for alert elimination. After thorough review and consensus on an alert deletion, will be sent to D & T. CMWA help screen has been revised and updated and should be in production soon.

Rewording Alerts Sub-Committee – Marcia W. in lieu of Jenny

Marcia handed out a document from Jenny. The document is a table with the column headings of Alert /Recommendation that provided some recommendations on rewording specific alerts.

Action Steps

A state workgroup to work on Alert issues across programs is being discussed. The Business Area Managers will be addressing the issue – Sara will provide the information gathered in the sub-groups as validation for a statewide committee. This committee will use the info gathered from FSER and the e-committees as local feedback.

The FSER sub-groups' role may evolve as the statewide committee is formed. Sub-committees should continue to meet and continue to submit information gathered.

X. Other Committee Updates

- IT Committee – Jacaie: lots of issues have been discussed in the committee, but a major starting point was assessing what agencies have for IT equipment and software.
- Data Exchange – questions should be referred to Vicki.
- Program Simplification - Sara: 2035 is going to be obsolete. Need to have a back-up paper form for MA. There is a draft application is four pages long. First page is the “doc 1”. Second page is priority screening. Next two pages are the rights and responsibilities that would be torn off and given to the customer. The next three pages is the information gathering section. The next page is the checklist page. The FS only application will be downloadable from the Internet. Jackie asked what agencies would use for CTS mail-ins? Sara said there will be a CTS-only application – but there is a question what to use in the interim.

Action Steps

None

XI. Progress on Power Point

Tom reported no action has been done with the PowerPoint since 5/29/02. He stated he never got much response from people on trouble-shooting EBT cards except from Maxine. He said he should be able to get it “finalized” once he gets more feedback. Dave Turk agreed to be the voice for an audio-enhanced version.

Action Steps:

Tom will re-send the PowerPoint to the group for review and to provide suggestions on all sections especially the EBT Trouble-Shooting section.

XII. New Business

Half the committee left at 12:15pm due to other meeting obligations. Jackie raised questions/issue regarding policy changes in the new FS handbook at that could have impact on error rates because the CARES process won't coincide with policy.

XIII. Next Meeting: October 28. Agenda Items include:

- Issues to look at for errors – focus discussion for Donna.
- Folder Survey and Poster Follow-up
- Supervisory Forum Update and Discussion
- ES Calendar Update

- Interviewing Skills Feedback Discussion
- Alerts Update
- PowerPoint Review

Maxine Ellis will do minutes for the next meeting.

Handouts given out at meeting:

- Food Stamp Error Summary 10/2001 – 05/2002 report
- Food Stamp Error Element & Nature Summary report
- Interviewing Skills Questions and Issues from IWS Training
- Comments from Interviewing Skills with Tim Gard
- Alert Recommendation table (from Jenny)
- Maxine Ellis/Pam Waffle Alert paper
- FS Alert Issues
- E-Committee Responses on Alerts
- Alerts (paper on CMCR)
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